

We are the 'go to' organisation offering support to carers and the wider community, across the coast and vale

# focus carer 93

The newsletter of Scarborough & Ryedale Carers Resource

Autumn 2019

Scarborough & Ryedale  
**Carers Resource**

**One Call Away!**  
**01723 850155**

## A word from the Chief Officer

**Elizabeth McPherson – Chief Officer**



**Welcome to this special edition of Focus Carer showcasing all the services we deliver within Scarborough and Ryedale Carers Resource. Each page has a case study to give a real demonstration of the range of issues covered by each service. As you can see, we are growing and diversifying in our areas of work, ranging from core work of supporting carers young and old, adults who are experiencing feelings of isolation and loneliness and those just out of hospital.**

We will be celebrating 25 years as a charity next year and in this time have supported over 65,000 people which is a fabulous achievement for a small local charity. Our aim is to make a real difference to the people we support and hopefully we have achieved this for the many accessing our services over the years.

Long-term sustainability for the charity is a major focus for myself and the Board of Trustees, to ensure we are around for many more years to come. In 2019 a decision was made to amend our constitution to allow the charity to work wider geographically than just Scarborough Borough and Ryedale District. We can now provide services to the whole of North Yorkshire and East Riding of Yorkshire, funding permitting. We already have good partnership links across North Yorkshire and we look forward to making similar links with colleagues in the East Riding.

We couldn't deliver the services without our wonderful growing staff team. It is a privilege to work with them and their continued dedication and professionalism are great assets to the organisation. The Board of Trustees have had a few new faces this year but all are 100% committed to the charity and we thank them for giving their time, professionalism and experience to ensure the charity continues to meet the needs of

all service users it supports. Can I also say a big thank you to all of you for your continuing and valued support over the years and I look forward to the journey ahead with real positivity and excitement.

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## Helping Adult Carers to overcome problems and regain stability

**Jennifer cares for her two disabled children both with behavioural problems and learning difficulties. She had her own mental health issues and was a single parent with no family support. Jennifer was extremely nervous, withdrawn and lacking in confidence.**

Jennifer told us that she had been near to breaking point due to recent stress and that she had lost a lot of weight. She wasn't sleeping and had become very anxious about meeting people. This was partly due to the children's conditions and the behaviour they displayed in public which made it impossible for her to go with them on public transport, into shops or cafes for fear of a major 'scene' which other people couldn't understand beyond it being very bad behaviour which then reflected on her as a Mum.

We gained a grant from Carers Trust for Driving lessons and Jennifer passed her theory test and eventually her practical test third time round. She gained access to a vehicle which was life changing in being able to get out of the house with the children and visit less busy places to do things as a family. Jennifer's confidence soared and she began to think about the possibility of working. With assistance she started classes to improve her written and numerical skills and was signposted to The Shed to pursue her interest in mechanics and meet other people with a similar interest.

Jennifer was overcoming obstacles every time we contacted her, through professional counselling she continues to build her emotional strength and confidence to manage the future for herself and her family.

### Adult Carer Service

The 'core' of all our work. Since SRCR began we have had a Local Authority contract for providing a service to support unpaid adult carers. The support originally consisted of an information resource for carers, somewhere where carers could turn to with any question about their caring role and expect an answer. This is still the case today, but the support now extends to more in-depth work including maximising income, liaising with professionals on the carer's behalf, providing emotional support and being a listening ear. Every carer's role is different and we tailor our support to individual's need and circumstance.

## Scarborough & Ryedale Carers Resource



### One Call Away!

All of the Carers Resource services are only a phone call away - call us on 01723 850155

**Supported by:**  
North Yorkshire County Council  
& Clinical Commissioning Groups



## Providing essential support to carers aged 16 to 25



**Young Adult Carers**  
SCARBOROUGH AND RYEDALE CARERS RESOURCE

**Jay had a very demanding caring role when we met. He was providing both time and money for his family who were struggling to make ends meet and was also studying at Scarborough 6th Form. Our worker gained consent to approach the college to ensure he was fully supported.**

We agreed that Jay was under unacceptable strain and a referral was made into our Adult Carer Team for support for his Dad and help with applying for relevant benefits. We then turned to what Jay wanted to do and he decided that he would rather enter full time work than stay at 6th Form.

We worked on Jay's CV, highlighting the skills he had gained through years of caring. After an online job search he spotted a position with a local business which would combine an interest in sales with his flair around technology. Jay was invited for interview and we prepared with 'mock' interviews. We then went along with him to the interview and he got the job!

Jay was then invited to a short residential training course in Manchester which caused concern given his caring role. We arranged for Jay's portion of caring to be covered and made him aware of the volunteer sitting service. We also obtained a small grant through the Carer's Trust to pay for his travel and additional expenses.

After the first day of the course Jay sent us a text to say he had come home to deal with a complex issue in which his partner had been sexually assaulted. We provided support for him during this time and made a referral to the Crisis Team and then for more structured input through Community Counselling. We discussed the new sexual health element of the Young Adult Carers Service and outlined the STI testing we could offer in the form of a Chlamydia home testing postal kit.

We then negotiated with his new employer to allow him to try again with the course; explaining the extent of his caring role and fortunately they agreed. Before starting his new employment,



Young Adult Carers meet regularly to share their experiences.

we obtained a grant so Jay could have a short break with his partner which was very beneficial. Jay is now on a full-time contract and receiving fringe benefits and commission payments. His future is secure, and he has scope for career progression. In addition, his employer has been keen to look at their carer/employee policies to ensure they are 'carer friendly'.

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### Young Adult Carers

For carers aged 16-25, this is a specialised project for this age group, providing information, support and advice as for all carers, but with an emphasis on moving forward in life. The service provides support to develop confidence and skills and to look to the future and aim for personal and professional achievements.

## Growing in confidence, expanding abilities

# ACTION TOWARDS INCLUSION

**Craig cares for his Dad and initially came into our service in 2013. He was referred again last year by Scarborough Hospital as his increasing caring role was having an impact on his own health. A worker from the Adult Carer Team visited him and completed a Wellbeing Check. This highlighted how his caring role had grown over the years, how it was affecting various aspects of his health and they chatted through what might help to reduce some of the pressure.**



*Craig giving a school presentation about World War 2*

Craig wanted to find ways of dealing with his anxiety and was keen to engage more with the community, but this was a challenge for him. His worker could see that our Action Towards Inclusion Project may be an ideal option and on learning more about it, Craig agreed to being referred to it and met with Dawn.

Dawn and Craig focussed on building his confidence whilst utilising his lifelong interest and extensive knowledge of World War 2. She arranged for Craig to give some talks to residents with dementia in a local day centre. Across three sessions with them he shared his knowledge and encouraged them to reminisce and recover memories they had forgotten. It was a wonderful experience and as a number of those attending were veterans, their input broadened his knowledge of the personal side of the war and sparked very lively conversations.

Having enjoyed his experience so much Craig approached a local school and went in to speak to the children about the war. This was so rewarding,

he soon realised that working in a school was something he really wanted to do. He became one of the school governors and with Dawn's assistance subsequently moved on to a course to train as a classroom assistant.

Craig continues to go from strength to strength. This year Scarborough and Ryedale Carers Resource was selected for a visit by the High Sherriff of North Yorkshire and Craig was one of several carers nominated to receive a certificate in recognition of service to the community. Commenting on his overall experience Craig said...

*'It's been very rewarding and a great help for me to grow and gain in confidence. Talking about something I am passionate about has lowered my anxiety and is a great way to meet people and expand my own abilities.'*

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## Action Towards Inclusion

Part of a bigger programme 'Building Better Opportunities', for helping people overcome barriers to work or training. SRCR are a delivery partner of this project supporting carers in Scarborough, Whitby and Ryedale who want to return to the workplace. The first 3 years of this project is just coming to an end, but we have been fortunate enough to receive extension funding to continue the project and now is not restricted to carers only.

## Holistic support for young carers

# Scarborough & Ryedale Carers Resource Young Carers

**Holly cared for her sister who had a learning disability and epilepsy as well as for her Dad with poor mobility and depression. With her Mum working long hours and two younger siblings, Holly assumed the role of main carer with a lot of 'parental' responsibility and daily pressures.**

Life at home was difficult emotionally for Holly and she often described feelings of emotional isolation and alienation from her friends who didn't and couldn't understand. In trying to gain emotional warmth from outside she began to respond to peer pressure and engage in risky behaviour. Her caring responsibilities were brushed to the side and impacted on the whole family resulting in her 11 year old sister bearing the brunt.

The Young Carer service provided support to the whole family and liaised with a range of agencies along the way. A worker provided a listening ear for Holly and referred her to the Community Counselling service for young carers. She attended sessions about ADHD and living with anger and guilt run by MIND. She also had opportunities to socialise with other young carers in similar situations and joined in with social activities, identifying a real passion for horses when she attended a pony day organised through our service.

We spent time encouraging Holly to think about her aspirations and to build on the positive approach she had towards her school studies by supporting her to join the Young Carers University Residential provided by Hull University.

Holly's younger sister came into the Young Carer Service and received similar support. She then went on to the Children's University programme.

We provided tickets for a local festival which gave Dad and the children some quality time together.

Holly now has a very low caring role and we stayed on board while she adjusted to this as it was so



different to the beginning of our journey. Her love of horses continues and we accessed a bursary to enable her to have riding lessons and secured her a volunteer position at the stables. We hope the peace and pleasure she gets from horses as well as socialising with other young riders will boost her self esteem and strengthen her commitment as she approaches her final year at school.

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## Young Carer Service

**We all know that children shouldn't have to provide care, but it is a fact that a lot of them do and a great job they do as well! We can support young carers from 8-18 years of age to help them cope with their caring role and try to ensure they don't miss out on life opportunities. Our Young Carer Support Workers aim to work with the whole family for a holistic approach to helping the young person. There is also support in schools, a monthly youth club and focused activities.**

## Easing your return home after a stay in hospital

### Home from Hospital

Mrs Johnson aged 84 was discharged from hospital with a referral to our service from the Reablement team. She and her husband were both very frail and in poor health and had been trying to care for each other. Their only son lived a 4 hour drive away and was very worried about how his parents were to manage. The only other inputs were from a neighbour who did small amounts of shopping, a laundry collection service and a regular delivery of Wiltshire Farm Foods meals.

Our first contact was through Mrs Johnson's son who knew there would be a care package for his Mum but was very concerned that she would be unable to care for his Dad. We advised he speak to his Dad's GP who would be able to get him assessed for help separately.

When we first visited the couple at home we noticed large quantities of different medications, but Mrs Johnson confided she didn't really know what to take and her husband wasn't certain either. We arranged weekly Nomad boxes to be delivered to solve this.

Mrs Johnson needed to return to hospital for test results and we arranged transport for her. We also discussed the benefits of Coastcall and made an appointment to look into this. We kept an eye on the referral for Mr Johnson to have a separate assessment and ensured it was confirmed.

Our input ensured Mr and Mrs Johnson were no longer worried about taking the wrong medication.



We design a support package to suit your personal requirements

Both had ongoing care packages put in place and Coastcall provided extra back up. We liaised with their son about Support for Carers and the local sitting service which would be able to provide some social input. He was very grateful for our help and felt far more reassured with the additional supports put in for his parents. He had begun adapting his own house so his parents could go and live with him, so we advised him of Carer's Allowance which he may be eligible to receive.

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### Home from Hospital service

For anyone aged 18+ (not only carers) returning home after a hospital visit who need short-term practical support until they return to independence. The service does not provide personal care, but can help with such things as collecting prescriptions, essential food shopping, liaising with other professionals, helping to access appropriate services for ongoing support.

## Finding solutions to isolation and loneliness

### My Neighbourhood

Ruby was referred to My Neighbourhood from the Adult Team at SRCR. At the time she was the main carer for her mum who was very frail. As her mum was housebound Ruby was feeling increasingly isolated as she was unable to carry on attending the local craft club which for her was her only 'me' time.

Shortly after being referred her mum passed away. Ruby now felt lonely as well as isolated, My Neighbourhood supported her to connect again with her community. Our worker supported Ruby to visit new groups in the local library and the craft group in Westway Open Arms. It was recognised very early on that this lady had a lot to give – she lacked confidence and belief in herself.

Over the course of 4 supported visits, Ruby opened up and spoke in depth about her past: her mistakes in younger life, her later caring role, her family – the fact the service was here to listen helped enormously.

With support we encouraged and empowered Ruby to consider volunteering – she now volunteers for the library and for the Eastfield Cuppa Club. Through this work she has found the confidence to engage in conversation and is always the first to offer assistance.

My Neighbourhood referred Ruby to Action Towards Inclusion who are now working with her to access employment in the future. Ruby has attended 3 interviews to date.

We recently held a Sharing Skills day – Ruby attended and again we were amazed at the massive steps she has made to turn her life round, engaging with all other participants and making new friends. Ruby has now gained confidence and no longer feels lonely and isolated. She feels there is a new purpose in her life and that she has something to give. Her days are filled now with things she enjoys doing.



Decorating community halls for Christmas, one of the many My Neighbourhood activities.

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North Yorkshire County Council  
and Clinical Commissioning Groups



### My Neighbourhood

Again for anyone aged 18+ (not only carers) who may be isolated or lonely. We can help to re-connect you with your community, link with existing groups or help you start one of your own. Offer opportunities to meet new people or to try something different. Also, through our partners in this project, Ryedale Carers Support, a befriending service – matching you with a volunteer who will visit for a cuppa and a chat.

# Continuing to meet social needs with new services

## Scarborough & Ryedale Carers Resource

### How we started

**In 1991 the Scarborough/Ryedale area was selected for one of 6 multi-agency projects across Yorkshire set up by the Kings Fund to raise awareness of carer's issues. 3 other projects were set up across North Yorkshire providing county-wide coverage. A manager was appointed and the project was managed by The Scarborough and North East Yorkshire NHS Trust on behalf of a multi-agency steering group.**

In 1993 the first county-wide multi-agency Carers Strategy was launched in North Yorkshire.

An important part of the strategy was the provision of funding to establish a 'Carers Resource' within each division of the county.

In 1995 SRCR was launched as an independent Charity and Limited Company with a Management Committee/Board of Trustees. This was crucially important as it allowed Scarborough & Ryedale Carers Resource (SRCR) to provide a direct service to Carers. We will be celebrating our 25th year next year.

Today, SRCR holds the NYCC contract for providing support services to both young and adult carers.

As a Charity one of our strengths is to add value, both financially and in other ways to support carers

within our core contract. We source extra funding through a mixture of Contracts and Grants such as The National Lottery Community Fund, BBC Children in Need, Lloyds Foundation, Skills Fund, ESF and local Rotary and Lions groups to name a few. This allows us to enhance our core services provide social activities and plug some of the gaps in provision identified by carers. As a result, we have increased the level of support (including our financial resources) by over 40%, enabling us to reach and support many more carers.

Over the last 2 years SRCR have gained further contracts to expand the service delivery to other groups of vulnerable adults who aren't necessarily carers. See how Home from Hospital and My Neighbourhood can help (pages 6 and 7).

### Into the future

If you would like to be involved in this thriving and growing organisation, you can do so by becoming a member. This entitles you to vote at the AGM and thereby influence the future development of the organisation. Members also vote to appoint Trustees to manage the organisation.

The Board of Trustees are responsible for ensuring the organisation is run in accordance with its aims and objectives. Skills needed to be a Trustee vary, but the aim is to have a good cross section of skills and experience. If you think you have something to offer, please get in touch and speak to the Chief Officer.

## focus carer

Focus Carer is published by Scarborough & Ryedale Carers Resource. We always welcome your contributions, letters, news, praise or criticism.

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